Ontario
Municipal
Board

83rd ANNUAL REPORT

April 1, 1988 to March 31, 1989

H.E. Stewart
Chairman

J.G. Malcolm
Secretary and Chief
Administrative Officer

90-05496/

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Vous pouvez vous procurer le présent
document en vous addressant au:

Bureau des Renseignements
Commission des affaires municipale de l'Ontario
180 Rue Dundas Ouest
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Ontario

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180 Dundas St. West
Toronto, Ontario
M5G 1E5

The Honourable Ian G. Scott, Q.C.
Attorney General
Ministry of the Attorney General
720 Bay Street, 11th Floor
TORONTO, Ontario

Dear Sir:

We are pleased to submit to you, as required by Section 100 of the Ontario Municipal Board Act, the Annual Report of the Board for the 1988-1989 fiscal year.

You will note that this is the first Annual Report of the Ontario Municipal Board submitted on a fiscal year basis. This change has been made to streamline and reduce the operating cost of the Board's automated management information system. It also brings release of the Board's Annual Report in step with your Ministry's Annual Report release.

Another change of note is the content of this report. Previous reports documented the role and responsibility of the Board. This report speaks more to the issues the Board faced during 1988-1989.

A copy of the Annual Report is being sent to each municipality in Ontario as well as to other organizations which deal on a regular basis with matters before the Board. It will also be made available, on request, to libraries, school boards and universities. It is available in English and French.

H.E. Stewart
Chairman

J.G. Malcolm
Secretary and Chief
Administrative Officer

JURISDICTION AND AUTHORITY

The legislative roots of the Ontario Municipal Board can be traced back to 1897 when the Office of the Provincial Municipal Auditor was created to establish rules for the proper keeping of accounts by municipalities. The Ontario Railway and Municipal Board Act enacted in 1906 created a Board of the same name. Later, in 1917, the Bureau of Municipal Affairs Act was passed and the Bureau, which was created, supervised the accounts of schools and public utilities and issued bulletins to guide municipalities in administration.

The Ontario Municipal Board Act, enacted in 1932, created the Board as an independent administrative tribunal. That Act repealed the Ontario Railway and Municipal Board Act and the Bureau of Municipal Affairs Act, and incorporated many of the provisions and powers of those Acts. Most of the powers bestowed upon the Board in 1932 have been retained to this date. In addition, many other statutes have assigned jurisdiction or authority to the Board, notably the Assessment Act, the Planning Act, the Municipal Act and the Expropriations Act. A list of some of the statutes which today confer jurisdiction or authority on the Board is given in Chart A. Many of those listed result in infrequent applications or appeals.

MEMBERS OF THE BOARD

As of March 31, 1989, there were 32 Members of the Board, including the Chairman and four Vice-Chairmen. Members of the Board during the 1988-1989 fiscal year are listed on Chart B.

Members are appointed by the Lieutenant-Governor-in-Council and serve on a full-time basis. They are based at the Board's offices in Toronto.

The membership of the Board reflects a variety of professions. Approximately half of the Members are lawyers with other Members being accountants, engineers, architects, planners and municipal administrators. The Board wishes to acknowledge the contributions of D.M. Rogers, Q.C. and V.M. Singer, Q.C.

Mr. Rogers, a Member of the Ontario Municipal Board for nine years, retired March 31, 1989.

Mr. Singer, a Member of the Board for almost eleven years retired March 31, 1989.

The Board welcomed four new Members this past year. They are Mrs. M.E. Johnson, Mr. S.W. Lee, Mr. J.R. Tomlinson and Mr. A. Delfino. Mrs. Johnson is a lawyer and holds a Master's degree in planning. Prior to her appointment to the Board on July 1, 1988, she was Director of the Land Use Control Division of the City of North York.

Mr. Lee joined the Board on July 1, 1988. He was previously a solicitor with The Regional Municipality of Peel.

Mr. Tomlinson joined the Board on September 6, 1988. Mr. Tomlinson spent several years with the Ministry of Municipal Affairs Legal Department before being named Senior Solicitor to the Ministry of Health.

Mr. Delfino joined the Board on January 3, 1989. Mr. Delfino's background includes Chairmanship of the City of Toronto Committee of Adjustment and his professional career was in education.

ADMINISTRATION OF THE BOARD

As of March 31, 1989, the Board had a staff of 58. They provide administrative and clerical services in connection with the processing of applications, appeals and referrals, the scheduling of hearings, and the preparation of Board orders and decisions.

The organization of the Board's staff is shown on Chart C.

In August, 1988, Mohamed Manji, Manager of Capital Expenditures and Assessment Appeals for 10 years, left the Board. He is now Regional Registrar, Metro South Assessment Review Board.

As a result of administrative restructuring in December 1988, Carolyn Fenn, formerly Manager, Planning and Land Compensation became Manager, Planning and Municipal Finance. The Board's land compensation responsibilities have been integrated with the Municipal Planning Section.

The Board also established two Assistant Manager positions. Cheryl Hall and Joanne Hayes, formerly Supervisors in the Board's Planning Division assumed the positions of Assistant Manager, Planning and Assistant Manager, Municipal Finance.

CURRENT ISSUES

A) WORKLOAD

Unquestionably, the single biggest issue facing the Ontario Municipal Board during 1988 and into 1989 was workload. The tremendous surge in the provincial economy and the resultant development activity has left the Board with a significant increase in workload in comparison to past years, with no corresponding increase in the number of Members or staff. A statistical comparison follows:

TYPE OF APPLICATION, APPEAL OR REFERRAL RECEIVED BY THE O.M.B.	1988-89	1987-88	1986-87
1. Assessment Appeals	886	1071	1004
2. Capital Expenditures of Municipalities and School Boards	1541	1506	1498
3. Zoning By-law Appeals/Approvals	761	628	644
4. Appeals from Councils' Refusal to Amend Zoning By-laws	257	188	165
5. Minor Variance Appeals	820	715	637
6. Consent Appeals	848	665	631
7. Official Plans	242	150	150
8. Plans of Subdivision	87	50	31
9. Miscellaneous	140	137	111
10. Land Compensation	37	23	38
11. Consolidated Hearings	17	2	3
TOTAL	5636	5135	4912

In the overall makeup of the Board's workload, planning applications continue to predominate.

Although the Assessment category shows a decrease in the number of files opened, the number of complaints or appeals these files contain has increased. A separate file is not always opened for each appeal received and a file may contain numerous appeals which have a common issue; for example, appeals in a shopping mall or condominium complex.

The following Chart provides a geographic perspective. It reflects the number of new applications received from each county, district, and regional municipality in the province.

1988-1989 Fiscal Year

MUNICIPALITIES	APPLICATIONS FOR CAPITAL EXPENDITURE APPROVAL	ASSESSMENT COMPLAINTS	ZONING, OFFICIAL PLANS & SUBDIVISION APPEALS & REFERRALS	CONSENTS TO SEVER	MINOR VARIANCES
Regions					
Metropolitan Toronto	120	2148	141	39	364
Durham	57	597	47	31	30
Haldimand-Norfolk	20	18	5	26	4
Halton	41	339	39	31	28
Hamilton-Wentworth	27	100	54	34	29
Niagara	73	50	51	126	22
Ottawa-Carleton	83	3750	71	45	49
Peel	67	722	93	25	37
Sudbury	13	245	7	3	10
Waterloo	73	28	21	21	19
York	49	105	168	35	29
Muskoka	15	27	26	11	8
SUB TOTAL:	608	8141	713	427	629
Counties					
Brant	46	456	14	15	5
Bruce	30	2	16	1	4
Dufferin	9	2	12	20	8
Elgin	37	5	14	6	2
Essex	84	220	39	12	18
Frontenac	47	4	28	12	8
Grey	26	7	21	46	—
Haliburton	1	6	6	6	1
Hastings	17	—	18	3	12
Huron	36	6	11	4	2
Kent	52	1	13	11	4
Lambton	43	10	12	12	10
Lanark	8	—	19	16	3
Leeds and Grenville	22	20	22	7	4
Lennox and Addington	11	1	5	9	2
Middlesex	59	146	60	10	14
Northumberland	23	60	16	6	4
Oxford	33	40	21	5	8
Perth	25	3	16	3	1
Peterborough	25	10	23	17	5
Prescott and Russell	20	6	9	12	2
Prince Edward	3	—	9	8	1
Renfrew	13	42	5	3	4
Simcoe	45	104	77	70	29
Stormont, Dundas & Glengarry	28	17	10	13	5
Victoria	13	—	19	19	10
Wellington	28	17	41	47	10
SUB TOTAL:	784	1195	556	403	170
Districts					
Algoma	25	9	21	5	3
Cochrane	13	4	6	—	3
Kenora	13	3	14	—	2
Manitoulin	8	4	4	—	—
Nipissing	17	10	3	1	1
Parry Sound	8	13	7	4	4
Rainy River	9	1	5	—	—
Sudbury	8	13	3	—	—
Thunder Bay	25	36	12	7	6
Timiskaming	10	3	1	—	2
SUB TOTAL:	136	96	76	17	21
GRAND TOTAL:	1541	9432	1347	848	820

The Board, in an attempt to make the most efficient use of available Member hearing time, is experimenting with a number of procedural and administrative initiatives:

a) ELECTRONIC MOTIONS: Motions which would have to be heard in locations relatively distant from the Board's offices have been conducted by conference call. Exhibits have been prefiled, but could be faxed during the motion if necessary. This process works best where there are few parties, preferably represented by counsel. A tremendous saving in Member time, travel and cost is achieved.

b) LISTS OF CONSENTS AND VARIANCE FILES: The Board has had success hearing a "list" of several consent and variance files as opposed to scheduling one per half day as has been done in the past. This works well when there is a common official plan and zoning by-law. To date, the hearings conducted in this way have been positively received by participants, counsel and municipal officials despite their having to wait their turn as opposed to having a specific 10:00 a.m. or 2:00 p.m. appointment. Member hearing time can be saved by this process.

c) LETTERS AND MOTIONS DISPENSING WITH A PUBLIC HEARING: When the Board, a proponent, or municipality, identify a situation where the basis for appeal is questionable, motions under sections 34(26), 52(16), and 44(17) of the Planning Act have been held. The Chairman has also written to appellants inviting them to make written representations as to the merits of their appeal. If no response is received, the appeal is considered abandoned. Both techniques weed out weak appeals with the result that Member hearing time is conserved.

d) PREHEARING CONFERENCES: Prehearing conferences have recently been effective in a number of the longer, more complex matters to identify parties, narrow issues and provide directions.

e) MINUTES OF SETTLEMENT: The Board's staff have now arranged with almost all municipalities to have minutes of settlement on assessment appeals signed by the municipality as well as the Assessment Commissioner and the property owner. As a result, no hearing need be scheduled to confirm the agreement.

f) ABRIDGEMENTS: The Ontario Municipal Board's usual minimum hearing notice times are 30 to 60 days depending on the nature of the matter to be heard. The Board has often abridged the time for notice to save a hearing date that might otherwise have been lost due to adjournments or hearings ending sooner than expected.

The time limits have been reduced significantly when one or more participants to a hearing secured the consent of all parties to an abridgement. In some instances where it is deemed necessary, abridged notice from the standard sixty days notice requirement, on restricted area appeals, (Section 34(11) of the Planning Act), has been granted when the proposed by-law is to be joined with an official plan amendment referral that has undergone the full municipal process, or . . . when the by-law amendment has, itself, undergone that process prior to being denied by the municipal council.

g) NOTICE BEFORE REFERRAL: In some cases, directions for notice have been given before the Minister has referred an official plan amendment or plan of subdivision to the Board. The notice indicates that if the Minister or Region refers, then that matter will join others previously scheduled. This

form of notice incurs a high adjournment risk and should only be used if the referral authority has provided assurances the referral will occur.

h) SCHEDULING PREVIOUSLY ADJOURNED MATTERS: Board staff have been writing to applicants that have had matters adjourned, asking them to contact all parties to arrange a date some months hence which will be peremptory. This will reduce adjournments and conserve Member time.

For the past several years, the Ontario Municipal Board has reacted to an increasing workload with a declining number of Members by developing initiatives such as those listed above. That process continues under the auspices of a Board committee charged with developing ways of shortening hearings. The Board has asked the Municipal Section of the Canadian Bar Association to assist.

The Board is also pleased to report that it will participate in the Ministries of Municipal Affairs and Housing's streamlining initiative. That initiative will address all venues for making the development approvals process more efficient. The Ontario Municipal Board, while participating in the broader review, will concentrate its efforts on its continuing examination of the various appeals, referrals and hearing processes.

B) BILL 128

Bill 128, which received Royal Assent on February 27, 1989, made numerous changes to the Planning Act, 1983. Some of these affect the Board's operation. For example, when Section 14 of the Bill becomes effective the appeal period on zoning by-laws enacted under Section 34 will be reduced from 35 to 20 days and will commence from the day notice of passage is completed rather than 35 days from the date of passage of the by-law.

Also, Section 52(20) was amended to impose a one year time limitation period on fulfilling conditions in respect of a consent where there has been an appeal to the Board. This provision is now in effect.

Section 44(12) of the Planning Act dealing with minor variances was also amended so that an appeal must now be filed with the Secretary-Treasurer within thirty days of the making of the decision. This amendment makes the appeal procedure consistent with that for consents under Section 52.

C) BILL 100

Bill 100, which received Royal Assent on June 1, 1988 made changes to the Education Act.

Bill 100, amongst other things, repealed Section 213 of the Act. Section 213(8) had allowed an appeal to the Board against the decision of the arbitrators with respect to the apportionment of costs for school purposes. This is no longer possible.

D) ASSESSMENTS

The past year has seen the resolution of many long outstanding matters in the Board's Assessment Appeals Division which were held pending the resolution of certain legal issues. Many large multi-property appeals were finalized namely; Tandy/Radio Shack, I.B.M. and Mediacom.

It is expected that the coming year will see the resolution of approximately 20,000 of the over 35,000 outstanding complaints affecting condominiums across the province which have been held in abeyance pending the outcome of various court cases.

PUBLICATIONS AND DECISIONS

A number of publications are available to those dealing with the Board. These publications have been prepared in an effort to assist individuals with the procedural requirements, policies, guidelines and regulations.

A list of these publications follows. They are available through the Information Office of the Board.

1) ONTARIO REGULATION 537/87

The Board's Rules of Procedure deal with specific rules governing proceedings under the Expropriations and Assessment Acts as well as general regulations covering such topics as motions, summons to witness, notices, conduct, etc.

2) REGULATION 330/86

This regulation sets out the fees for applications, appeals, etc., filed with the Board.

3) THE ROLE OF THE ONTARIO MUNICIPAL BOARD WITH RESPECT TO UNDERTAKINGS INVOLVING LONG-TERM COMMITMENTS BY ONTARIO MUNICIPALITIES AND SCHOOL BOARDS

This publication describes the Board's guidelines for expenditure control and the calculation of municipal and school board debt capacities for future borrowing.

4) PROCEDURES WITH RESPECT TO APPLICATIONS TO THE ONTARIO MUNICIPAL BOARD FOR APPROVAL OF UNDERTAKINGS PURSUANT TO SECTION 64 OF THE ONTARIO MUNICIPAL BOARD ACT

This brochure describes in detail the procedures and requirements of the Board for the submissions/applications for approval of capital expenditures to be incurred by municipalities, school boards and conservation authorities.

5) GUIDELINES ON COSTS

This publication has been prepared to assist those who appear before the Board in understanding the principals by which the Board is guided in exercising its authority under Section 96 of the Ontario Municipal Board Act.

6) YOUR GUIDE TO ONTARIO MUNICIPAL BOARD HEARINGS

This brochure has been especially prepared for those who may not be familiar with the Board and its hearing procedures. It describes the procedures one can expect to encounter at hearings of the Ontario Municipal Board.

7) ONTARIO MUNICIPAL BOARD DECISIONS

Individual decisions issued by the Board and subscriptions to decisions are available.

8) ONTARIO MUNICIPAL BOARD REPORTS

It should be noted that select decisions of the Ontario Municipal Board and Joint Boards under the Consolidated Hearings Act are contained in the Ontario Municipal Board Reports. The Ontario Municipal Board Reports contain significant decisions of these Boards. Each decision is selected for inclusion by an independent editorial panel and an explanatory headnote

precedes each decision. Subscriptions to the Ontario Municipal Board Reports are available from the publisher, Canada Law Book, 240 Edward Street, Aurora, Ontario, L4G 3S9, Telephone: (416) 773-6300, Toll-Free 1-800-263-2037.

COMPUTER

In 1988 the Board successfully integrated an automated information storage and retrieval system. OMBIS (Ontario Municipal Board Information System) has, for the most part, replaced our current manual information system and assists with the scheduling of hearings. OMBIS generates automatic invoicing, acknowledgement letters, notices of appointment for hearing and management reports designed to measure and monitor the numbers and progress of applications through the various administrative processes. This will assist in manpower planning and workload prediction. OMBIS reports, now in preparation, will assist Members with decisions tracking. Those making enquiries regarding file status will notice a marked improvement in response time due to the systems online capability.

The Board has also continued to enhance its office technology in the decisions preparation area. Six laptop computers and a personal computer have been acquired for the Members' use. All are intended to assist with decision drafting. Each portable is equipped with a modem so that drafted decisions may be forwarded electronically to the Board when the Member is in other parts of the Province.

All wordprocessing staff will begin training on a new wordprocessing system based on the same technology and software as the laptops. It is expected full implementation will be complete in 1989-90.

The Board and Q.L. Systems is in the process of negotiating an agreement which would put all Ontario Municipal Board decisions on the Q.L. database. This database is widely available through law firms or public libraries who subscribe. Access to the database will also be made available to the Members to assist with research and decision writing.

HEARINGS

The Hearings Division scheduled 2403 hearings involving 3324 files during the 1988-1989 fiscal year.

The number of actual hearings held was 1776 involving 2619 files. The following chart provides information on the type of hearings over the last three fiscal years:

	HEARINGS SCHEDULED			HEARINGS HELD		NUMBER OF FILES SCHEDULED		HEARD	
	1988-89	1987-88	1986-87	**1988-89**	1987-88	**1988-89**	1987-88	**1988-89**	1987-88
Planning and Municipal	1980	1884	1948	1475	1424	2598	2579	2081	1974
Assessment Appeals	374	447	479	268	331	669	1064	498	841
Land Compensation	36	35	49	21	26	43	38	27	28
Consolidated Hearings	13	0	3	12	0	14	0	13	0
TOTAL	2403	2366	2479	1776	1781	3324	3681	2619	2843

It should be noted that the difference between the 2403 hearings scheduled and the 1776 actually held, represents 627 adjournments and withdrawals. If the Board is advised of an adjournment or withdrawal less than 30 days before the start of the hearing, it is possible the Board will not be able to schedule another hearing in time to utilize that Member. As a result, the Board requests that all adjournments or withdrawals be communicated to the Board's Hearings Division as soon as possible prior to the hearing.

FINANCIAL SUMMARY

REVENUE:

The Board has adopted, under Section 99 of the Ontario Municipal Board Act, a tariff which establishes a filing fee in connection with each application, appeal or referral. The fees collected by the Board are paid to the Treasurer of Ontario.

Application, Appeal or Referral Type	Fees Collected
Capital Expenditures	$629,675.30
Planning Act Matters	$375,535.00
Assessment Appeals	$161,055.00
Miscellaneous	$ 27,237.66
TOTAL	$1,193,502.96

EXPENDITURE:

The budget of the Ontario Municipal Board is provided within the estimates of the Ministry of the Attorney General on a fiscal year basis.

Account Item	Amount
Salary & Wages	$4,039,669.00
Employee Benefits	$ 570,830.00
Transportation & Communications	$ 410,805.00
Services	$ 254,373.00
Supplies & Equipment	$ 244,671.00
Transfer Payments	$ 10,000.00
TOTAL EXPENDITURES	$5,530,348.00

STATUTES FROM WHICH THE ONTARIO MUNICIPAL BOARD DERIVES JURISDICTION AND AUTHORITY

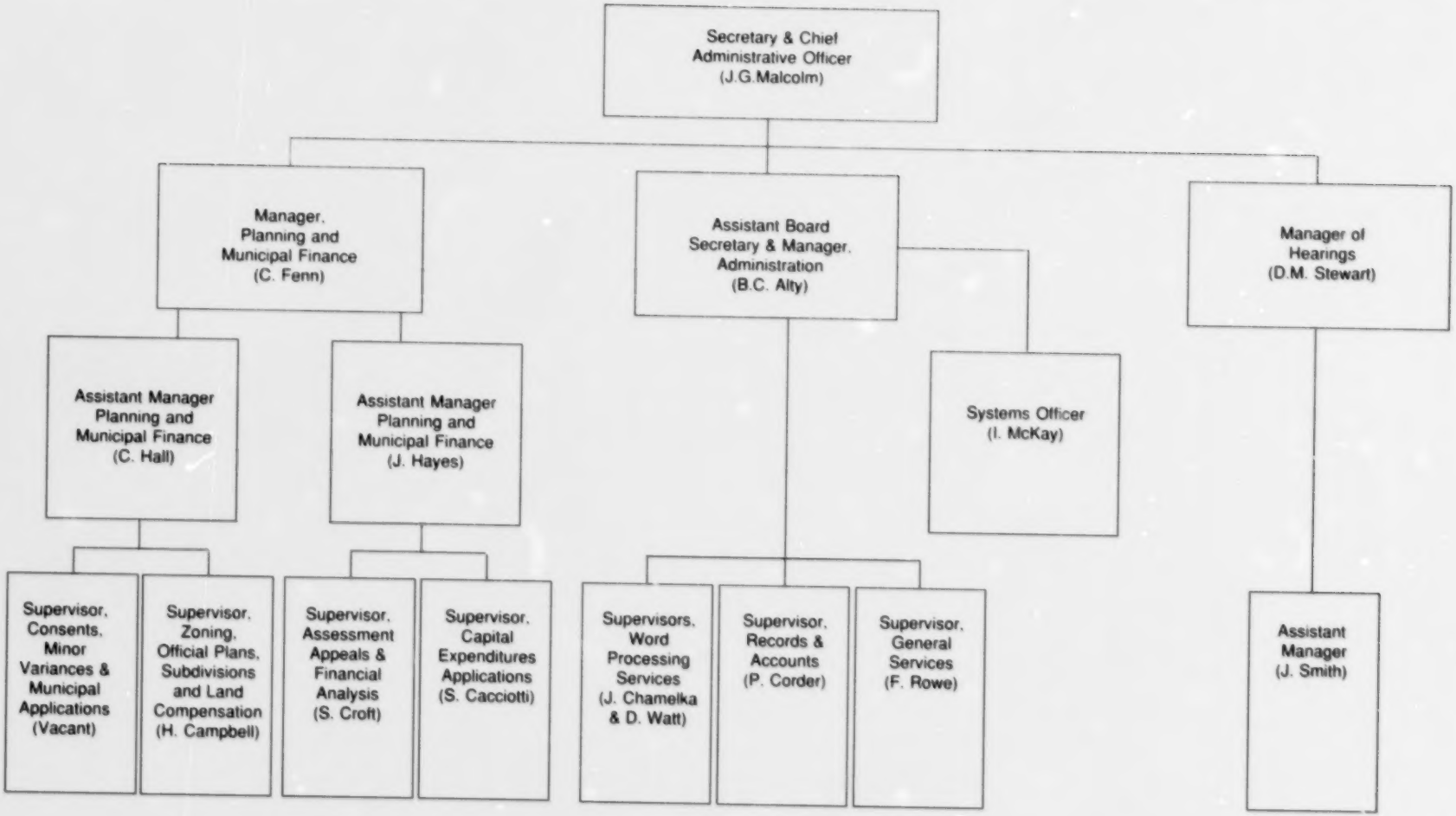
Assessment Act
Barrie-Innisfil Annexation Act, 1981
Barrie-Vespra Annexation Act, 1984
Beach Protection Act
Cemeteries Act
Conservation Authorities Act
Consolidated Hearings Act
County of Oxford Act
District Municipality of Muskoka Act
District Welfare Administration Boards Act
Education Act
Environmental Assessment Act
Evidence Act
Expropriations Act
Haliburton Act
Homes for the Aged and Rest Homes Act
Housing Development Act
Legal Aid Act
Legislative Assembly Act
Liquor Licence Act
Local Improvement Act
Mining Tax Act
Moosonee Development Area Board Act
Municipal Act
Municipal Affairs Act
Municipal Boundary Negotiations Act, 1981
Municipal Corporations Quieting Orders Act
Municipal Elections Act
Municipal Franchises Act
Municipal Tax Assistance Act
Municipality of Metropolitan Toronto Act
Niagara Escarpment Planning and Development Act
Ontario Education Capital Aid Corporation Act
Ontario Heritage Act
Ontario Highway Transport Board Act
Ontario Municipal Board Act
Ontario Municipal Improvement Corporation Act
Ontario Northland Transportation Commission Act
Ontario Planning and Development Act
Ontario Universities Capital Aid Corporation Act
Ontario Water Resources Act
Ontario Telephone Development Corporation Act
Pits and Quarries Control Act
Planning Act
Power Corporation Act
Public Commerical Vehicles Act
Public Libraries Act
Public Service Works on Highway Act
Public Transportation and Highway Improvement Act
Public Utilities Act
Railways Act
Regional Municipality of Durham Act
Regional Municipality of Haldimand-Norfolk Act
Regional Municipality of Halton Act
Regional Municipality of Hamilton-Wentworth Act
Regional Municipality of Niagara Act
Regional Municipality of Ottawa-Carleton Act
Regional Municipality of Peel Act
Regional Municipality of Sudbury Act
Regional Municipality of Waterloo Act
Regional Municipality of York Act
Registry Act
Regulations Act
Rental Housing Protection Act, 1986
St. Lawrence Parks Commission Act
Shoreline Property Assistance Act
Telephone Act
Territorial Division Act
Tile Drainage Act
Trees Act
Trustee Act

Note: In addition to this list (which may not be complete), there are in excess of 100 private Acts for individual municipalities which confer specific jurisdiction and authority on the Board.

MEMBERS OF THE ONTARIO MUNICIPAL BOARD

Member	Date of Appointment
H.E. Stewart, Chairman	April 1, 1974 Chairman since September 1, 1979
D.S. Colbourne, Vice-Chairman	September 3, 1968 Vice-Chairman since June 1, 1977
P.M. Brooks, Q.C., Vice-Chairman	November 1, 1973 Vice-Chairman since November 13, 1980
H.H. Lancaster, Q.C., Vice-Chairman	September 7, 1970 Vice-Chairman since June 30, 1981
D.H. McRobb, Vice-Chairman	January 3, 1978 Vice-Chairman since October 22, 1982
A.B. Ball	January 1, 1974
J.A. Wheler, Q.C.	September 3, 1974
A.J.L. Chapman, Q.C.	September 30, 1974
C.G. Charron, Q.C.	February 1, 1975
K.D. Bindhardt	January 2, 1976
P.G. Wilkes	January 16, 1978
V.M. Singer, Q.C.	September 1, 1978 Retired March 31, 1989
D.L. Santo	March 10, 1980
D.M. Rogers, Q.C.	March 10, 1980 Retired March 31, 1989
T.F. Baines, Q.C.	March 17, 1980
S.R. Cole	October 8, 1981
G.M. Hobart	October 8, 1981
D.W. Middleton	October 8, 1981
J.R. Mills	May 10, 1982
P.H. Howden, Q.C.	July 19, 1982
E.F. Crossland	November 1, 1982
G.A. Harron	December 1, 1982
M.A. Rosenberg, Q.C.	January 3, 1983
R.D.M. Owen	January 4, 1983
R.W. Rodman	March 14, 1983
G.I. Thomson, Q.C.	May 2, 1983
Brian W. McLoughlin	January 1, 1984
René Chartier	February 1, 1984
M.E. Johnson	July 1, 1988
S.W. Lee	July 1, 1988
J.R. Tomlinson	September 6, 1988
A. Delfino	January 3, 1989

ADMINISTRATION OF THE ONTARIO MUNICIPAL BOARD


Secretary & Chief Administrative Officer (J.G.Malcolm)
Manager, Planning and Municipal Finance (C. Fenn)
Assistant Board Secretary & Manager, Administration (B.C. Alty)
Manager of Hearings (D.M. Stewart)
Assistant Manager Planning and Municipal Finance (C. Hall)
Assistant Manager Planning and Municipal Finance (J. Hayes)
Systems Officer (I. McKay)
Supervisor, Consents, Minor Variances & Municipal Applications (Vacant)
Supervisor, Zoning, Official Plans, Subdivisions and Land Compensation (H. Campbell)
Supervisor, Assessment Appeals & Financial Analysis (S. Croft)
Supervisor, Capital Expenditures Applications (S. Cacciotti)
Supervisors, Word Processing Services (J. Chamelka & D. Watt)
Supervisor, Records & Accounts (P. Corder)
Supervisor, General Services (F. Rowe)
Assistant Manager (J. Smith)